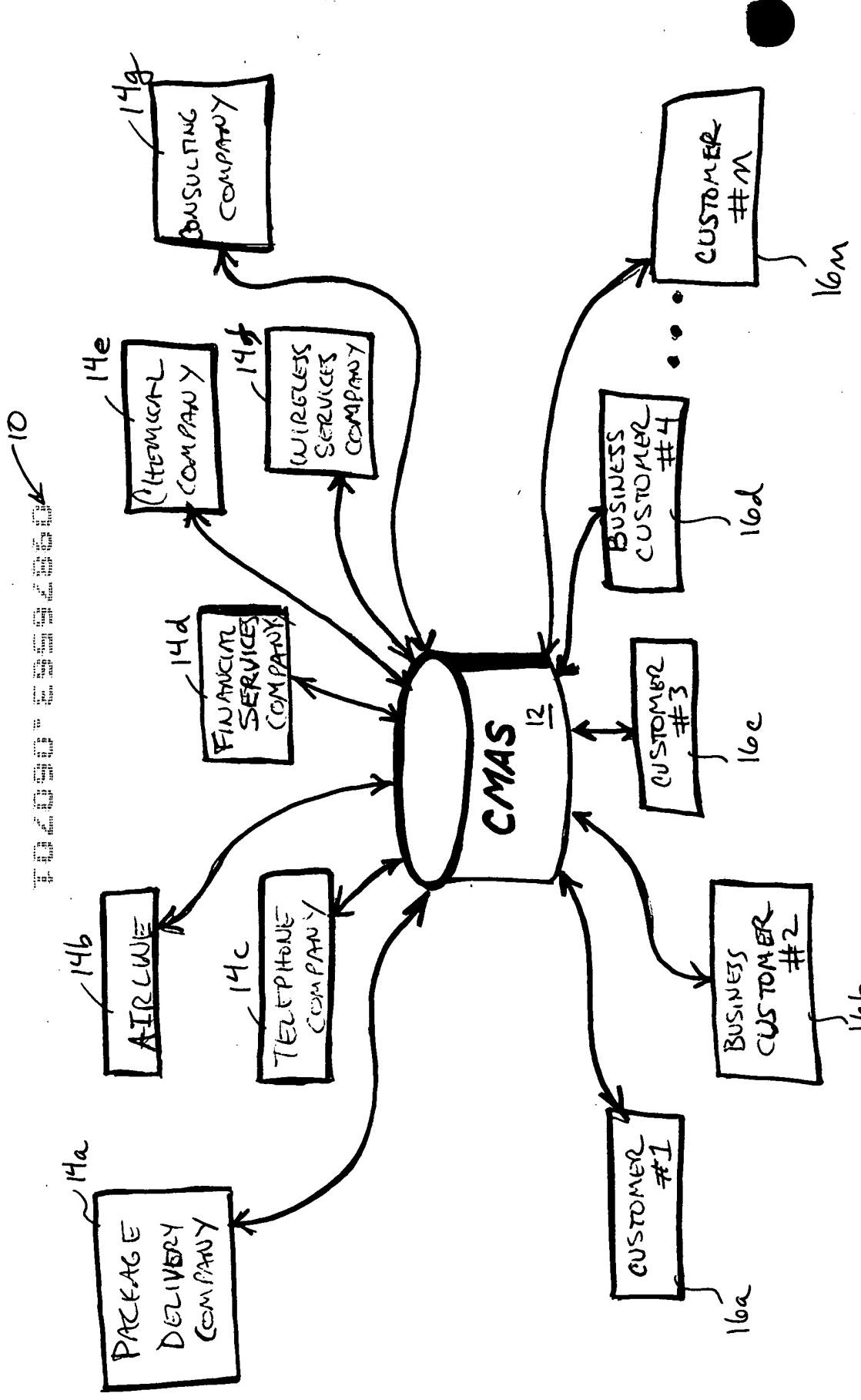


FIG. 1



Customer Messaging & Alerting Service

Welcome, Marc Smith

Current Contact Information

Links	Business Phone Number	(678) 657-7777
Name	AOL Instant Messenger ID	marcsmith
Address	Yahoo Instant Messenger ID	marcsmith
City/State	MSN Instant Messenger ID	marcsmith
Zip	Text Pager	40...370728@page.nextel.com
	Mobile Phone Number	(404)557-

20a **20b** **20c** **20d** **20e** **20f**

SAVE **CANCEL**

FIG. 2A

Customer Messaging & Alerting Service

Welcome, Marc Smith

My Accounts

Provider	Account Number	Password	Alert Preference Stream
1. Delta Airlines	2028491188		Business Alerts
2. Schwab	42080020		Personal Alerts
3. United Airlines	13426582		Business Alerts
4. Eastman Chemical	9254258321		Business Alerts
5. DuPont	2425828852		Business Alerts
6. Dow	98348273		Business Alerts

22

Save **Cancel**

FIG. 2B

http://63.79.101.53

Customer Messaging & Alerting Service

Welcome: Marc Smith

Contact Preferences Stream Name: Business Alerts

	<u>Notification Method</u>	<u>Require Confirmation?</u>
24a	1. AOL Instant Messenger	Yes <input type="radio"/> No <input checked="" type="radio"/>
24b	2. Text Pager	Yes <input type="radio"/> No <input checked="" type="radio"/>
24c	3. Mobile Phone	Yes <input type="radio"/> No <input checked="" type="radio"/>
	4. []	Yes <input type="radio"/> No <input type="radio"/>
	5. []	Yes <input type="radio"/> No <input type="radio"/>

SAVE **CANCEL**

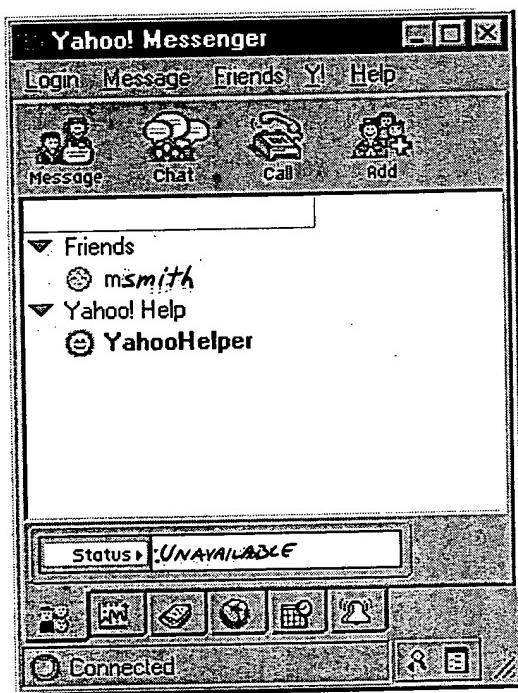
FIG. 2C

✓ 28

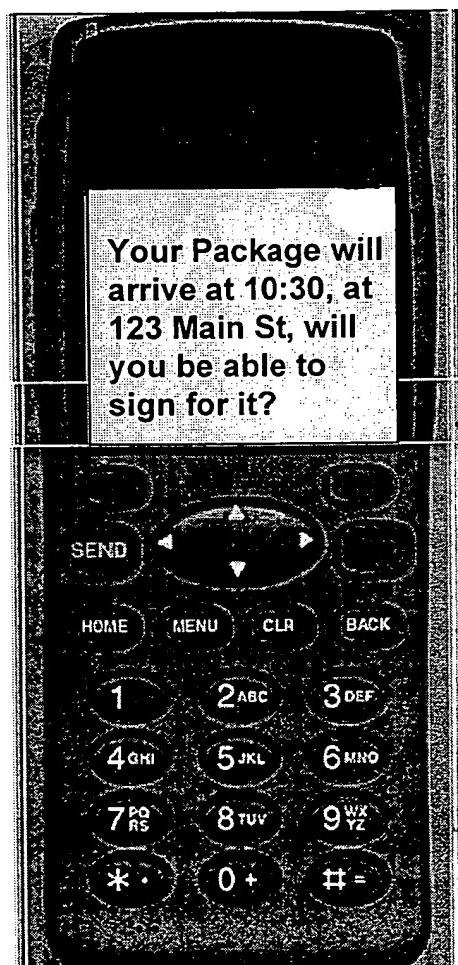
Component	Feature	Example
Contact Profile	Information	Phone information, IM information, Pager information
Contact Preference	Mode of Contact	How the customer wants to be contacted
Contact Preference	Time of Contact	When the customer wants to be contacted
Contact Preference	Hours of the Day	What particular time is preferred
Contact Preference	Time Zone	EST, PST, GMT
Account	Provider	AIRLINE, PACKAGE DELIVERY CO., FINANCIAL SERVICES CO.
Other Preference	Personalization	Where can I personalize the service
Other Preference	Activity	Business Event, Personal Alerts
Other Preference	Language	Language preference
Service Preference	Definition	Selecting AOL/Yahoo IDs, Passwords
Service Preference	Company Selection	Entering information for VARIOUS ACCOUNT NOS.

FIG. 2D

000000000000000000000000



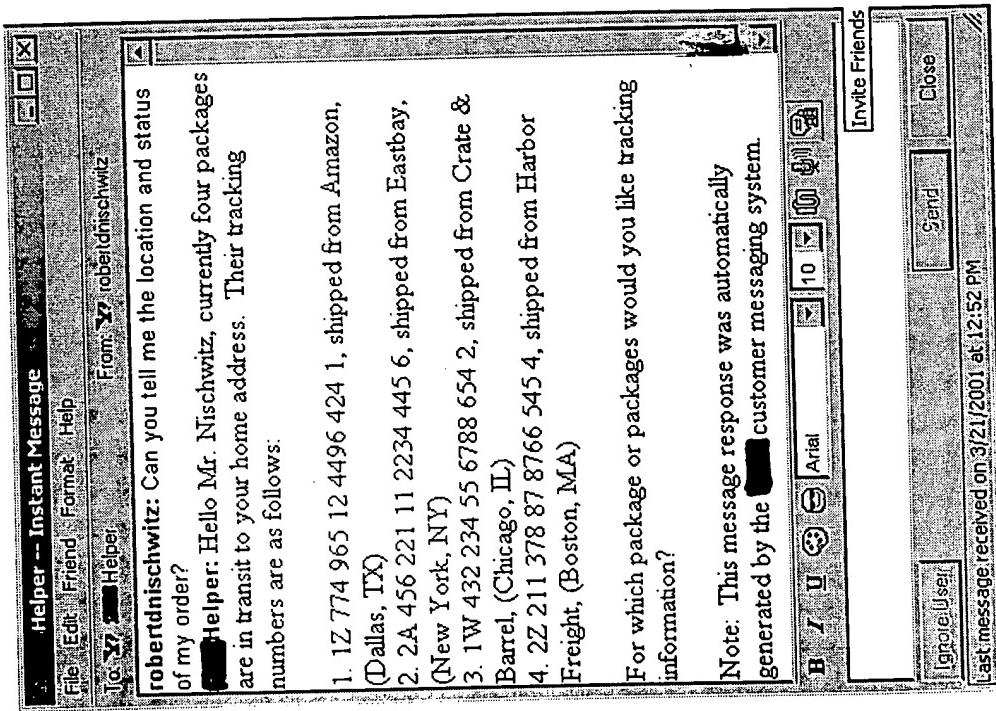
30



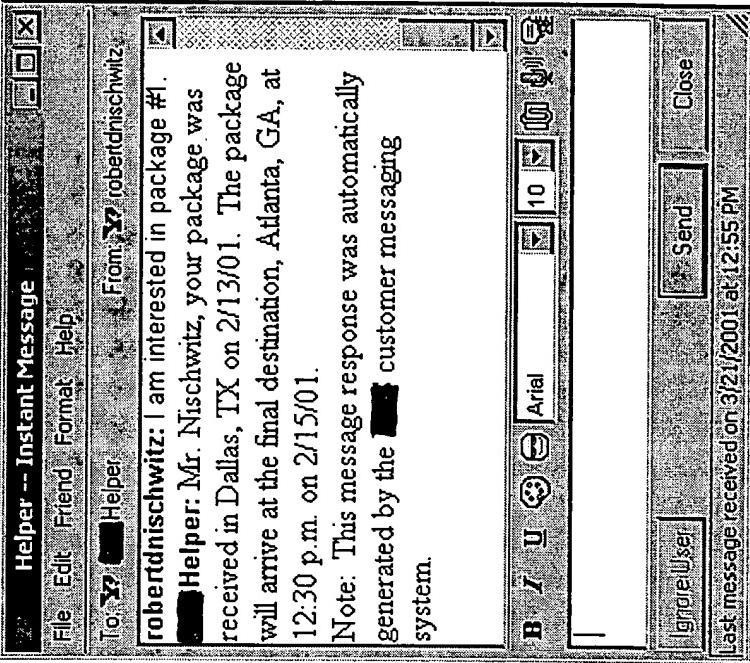
32

FIG.3

7 0 2 0 3 0 * 5 0 0 0 2 0 0 0



40 →
42 →



44 →
46 →

FIG. 4B

FIG. 4A

7 0 2 0 9 0 = 5 9 5 3 2 8 6 0

48 ↗

Helper - Instant Message	File	Edit	Insert	People	Helper's Warning Level	02
█ Helper: Attention Mr. Nischwitz.						
Your parcel, with Tracking Number: 1Z 774 965 12 4496 424 1, was received in Dallas, TX at 6:04 a.m. on 2/12/01 and departed at 2:22 a.m. in route to Jackson, MS. I will notify you when it has been received.						
Note: This message was automatically generated by the █ customer messaging system.						
A	B	C	D	E	F	G

50 ↗

52 ↗

54 ↗

Helper - Instant Message	File	Edit	Insert	People	Helper's Warning Level	02
█ Helper: Attention Mr. Nischwitz,						
Your parcel, with Tracking number: 1Z 774 965 12 4496 424 1, was received in Jackson, MS at 1:51 p.m. on 2/13/01 and departed for Montgomery, AL at 4:52 p.m. the same day. I will notify you when it has been received.						
█ Helper - Instant Message						
File	Edit	Insert	People	Helper's Warning Level	02	
█ Helper: Attention Mr. Nischwitz,						
Your parcel, with Tracking number: 1Z 774 965 12 4496 424 1, was received in Montgomery, AL at 9:58 p.m. on 2/13/01 and departed for Atlanta, GA at 1:08 a.m. on 2/14/01. I will notify you when it has been received.						
█ Helper - Instant Message						
File	Edit	Insert	People	Helper's Warning Level	02	
█ Helper: Attention Mr. Nischwitz,						
Your parcel, with Tracking number: 1Z 774 965 12 4496 424 1, was received in Atlanta, GA at 6 a.m. on 2/14/01. Its final destination estimated time of arrival is 12:30 P.M. on 2/15/01. Please let us know if we can be of further assistance. Thank you.						
NOTE: This message was automatically generated by the █ customer messaging system.						

FIG. 4C

FIG. 4D

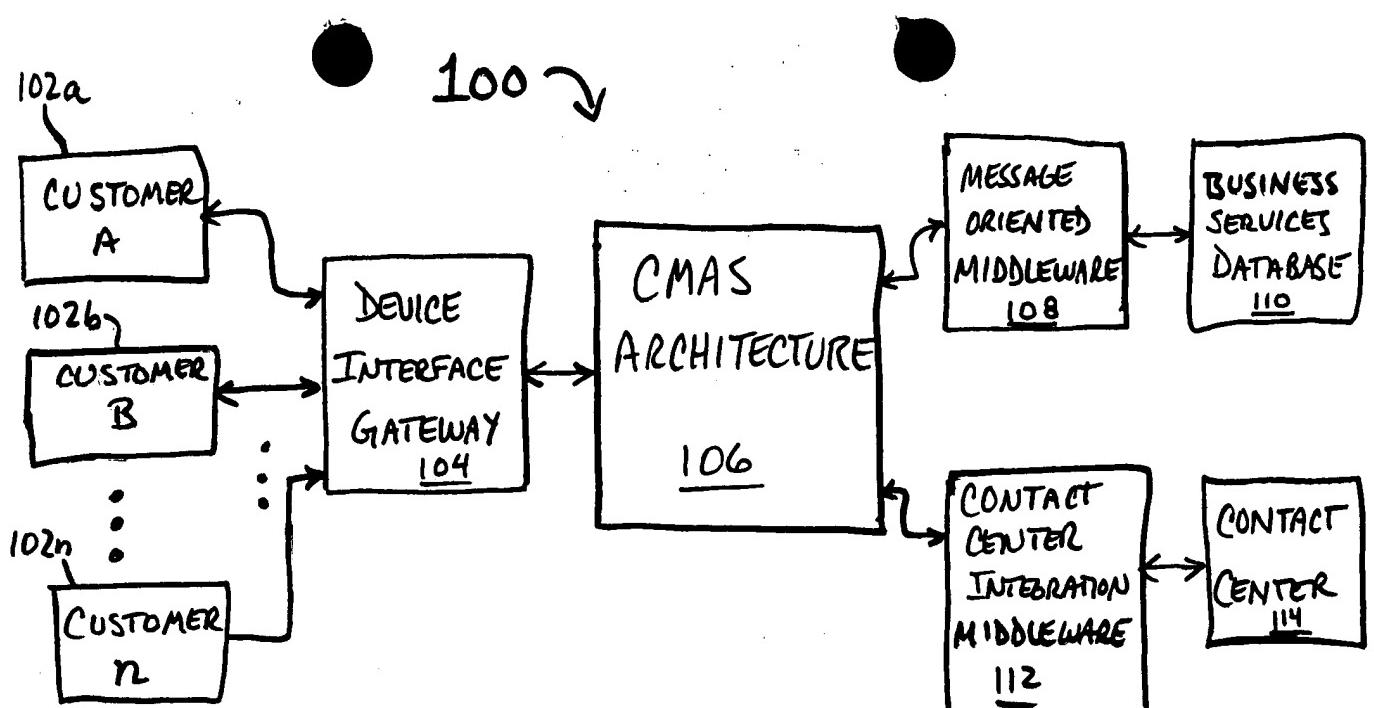


FIG. 5A

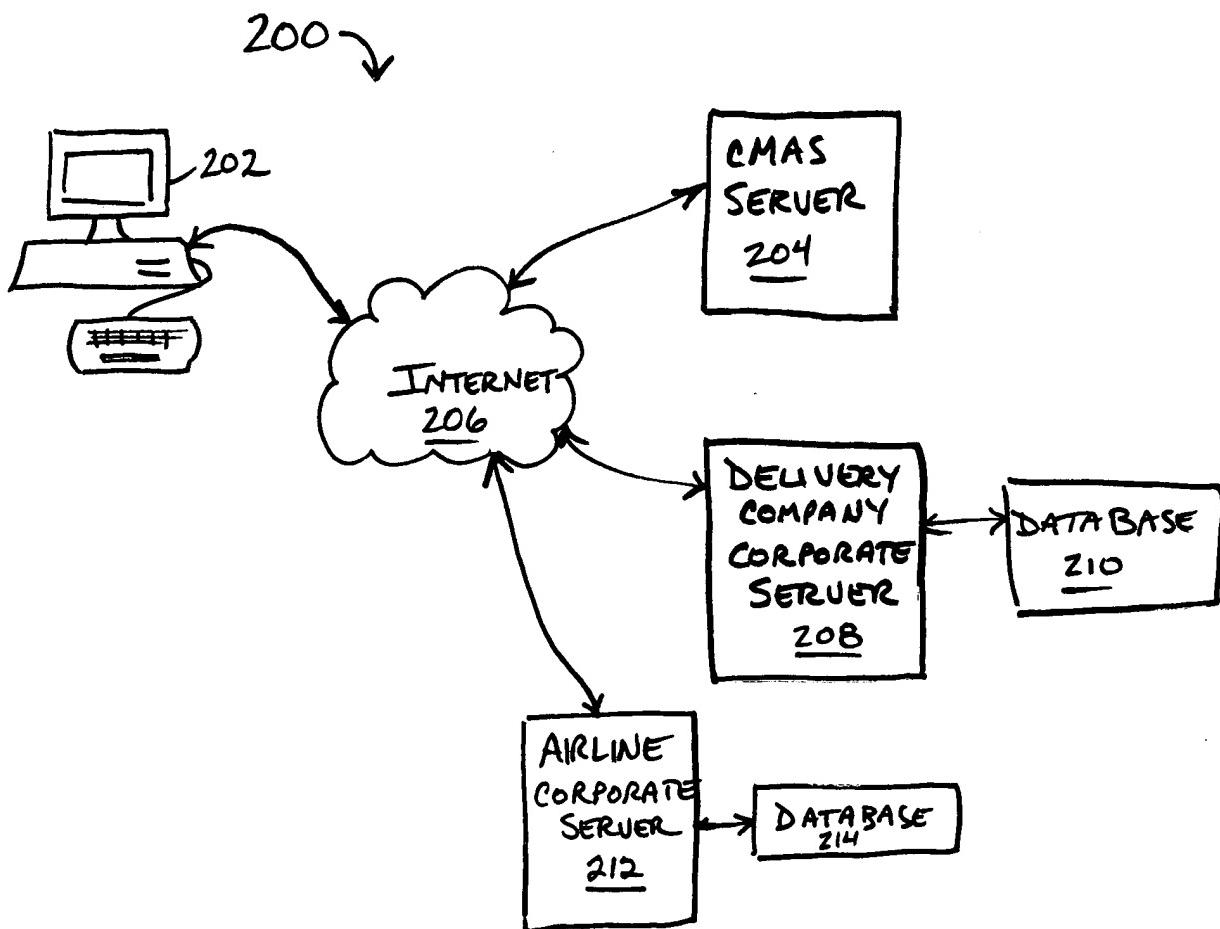
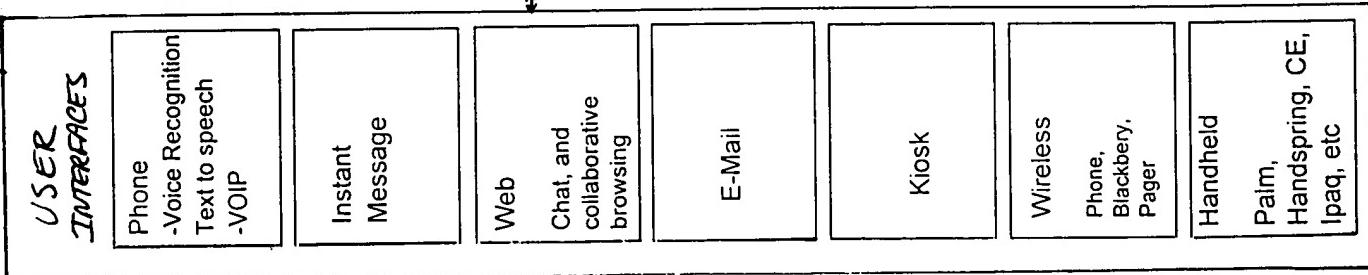


FIG. 6A

FIG. 5B

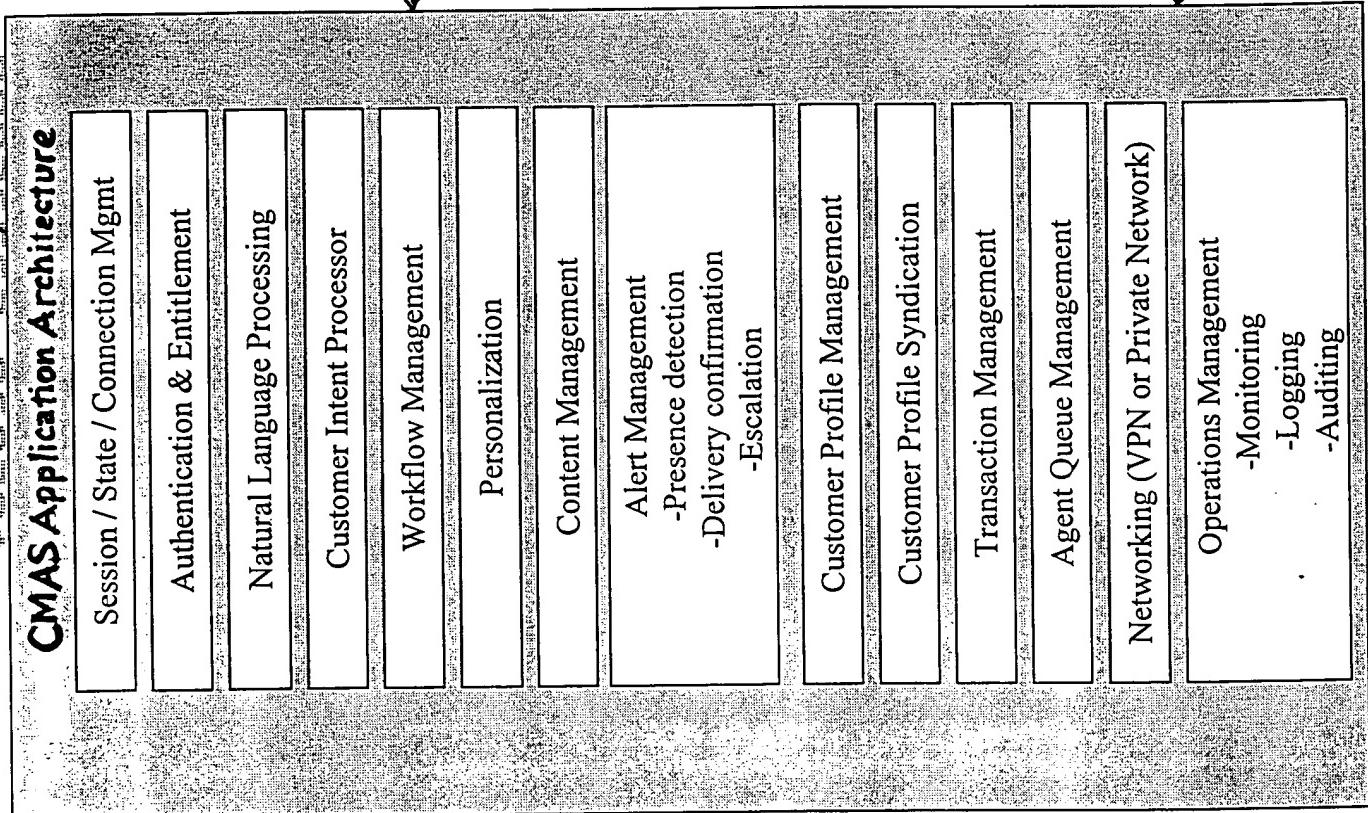
103



104

DEVICE INTERFACE GATEWAY

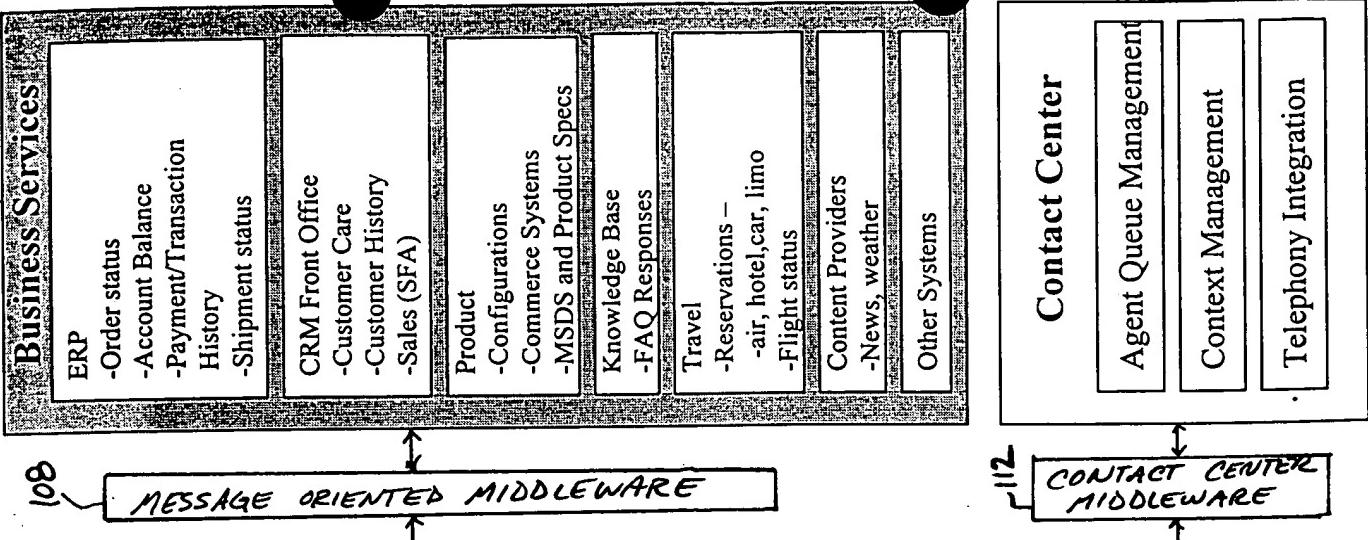
105



106

MESSAGE ORIENTED MIDDLEWARE

110



112

CONTACT CENTER MIDDLEWARE

114

114

Device/Service	Native Authentication	CMAS Secondary Authentication	Cookies	Other
Web Browser	Microsoft Passport	CMAS user ID/Password	Yes	None
WAP Phone	Varies	CMAS user ID/Password	Simulated	Security as provided by the Service provider
Cell Phone	Varies	CMAS user ID/Password	None	Security as provided by the Service provider
Instant Messenger	All require a userID/Password	CMAS user ID/Password	None	None
Windows CE hand held	Microsoft Passport	CMAS user ID/Password	Simulated	Security as provided by the Service provider
Cell Phone Based Pager	Varies	CMAS user ID/Password	None	Security as provided by the Service provider
Palm Hand held	Microsoft Passport	CMAS user ID/Password	Simulated	Security as provided by the Service provider
Two-Way Pagers	Varies	CMAS user ID/Password	None	Security as provided by the Service provider
Mobile Phone Voice Mail	Outbound from initial configuration	None	None	Security as provided by the Service provider
Interactive Pager	Outbound from initial configuration	None	None	Security as provided by the Service provider
Short Message Services	Outbound from initial configuration	None	None	Security as provided by the Service provider
Alpha/Numeric Pager	Outbound from initial configuration	None	None	Security as provided by the Service provider
Business Phone	Outbound from initial configuration	None	None	Security as provided by the Service provider
Business Voice Mail	Outbound from initial configuration	None	None	Security as provided by the Service provider
Home Number	Outbound from initial configuration	None	None	Security as provided by the Service provider
Alternative Business Contact	Outbound from initial configuration	None	None	Security as provided by the Service provider

FIG. 5C

Service	Device	Presence Detection	Delivery Confirmation	Guaranteed Delivery	Receipt Acknowledgment	
					Native	Manual
AOL	Any Device that has AOL Instant Messenger	✓	-	-	-	✓
Yahoo!	Any Device that has Yahoo Instant Messenger	✓	-	-	-	✓
Microsoft	Any Device that has MSN Instant Messenger	✓	-	-	-	✓
Pager	Interactive Pager	-	Varies	Some	Some	-
	Alpha/Numeric Pager	-	Varies	Some	-	✓
	Cell Phone Based Pager	-	Varies	Some	-	-
	Two-Way Pagers		Varies	Some	✓	-
Wireless enabled PDA	PDA	-	✓	Some	Some	✓
	Windows CE	-	✓	Some	Some	✓
Voice Mail	Mobile Phone Voice Mail	-	-	✓	-	-
	Business Voice Mail	-	-	✓	-	-
Voice Call	Business Phone	-	-	✓	-	✓
	Home Number	-	-	✓	-	✓
	Alternative Business Contact	-	-	✓	-	✓
	Mobile Phone	-	-	✓	-	✓
SMS	SMS Capable Device	-	Varies	✓	-	✓
WAP	WAP Micro-browser capable device	✓	✓	-	✓	-
	WAP Phone	-	✓	-	✓	-
Email	Email Client	-	✓	-	✓	✓

FIG. 5D

160

Device	SMS	Email	IVR	Voice Mail	Instant Messenger
162	164	166	168	170	172
Web Phone	✓	✓	✓	✓	✓
Mobile Phone (without internet access)	✓	✓	✓	✓	✓
Touch Tone Phone			✓	✓	
Pulse Dial Phone				✓	
Personal Computer / Desktop		✓			✓
Windows CE Device		✓			✓
Interactive Pager		✓			
Palm OS Handheld		✓			✓

FIG. 5E

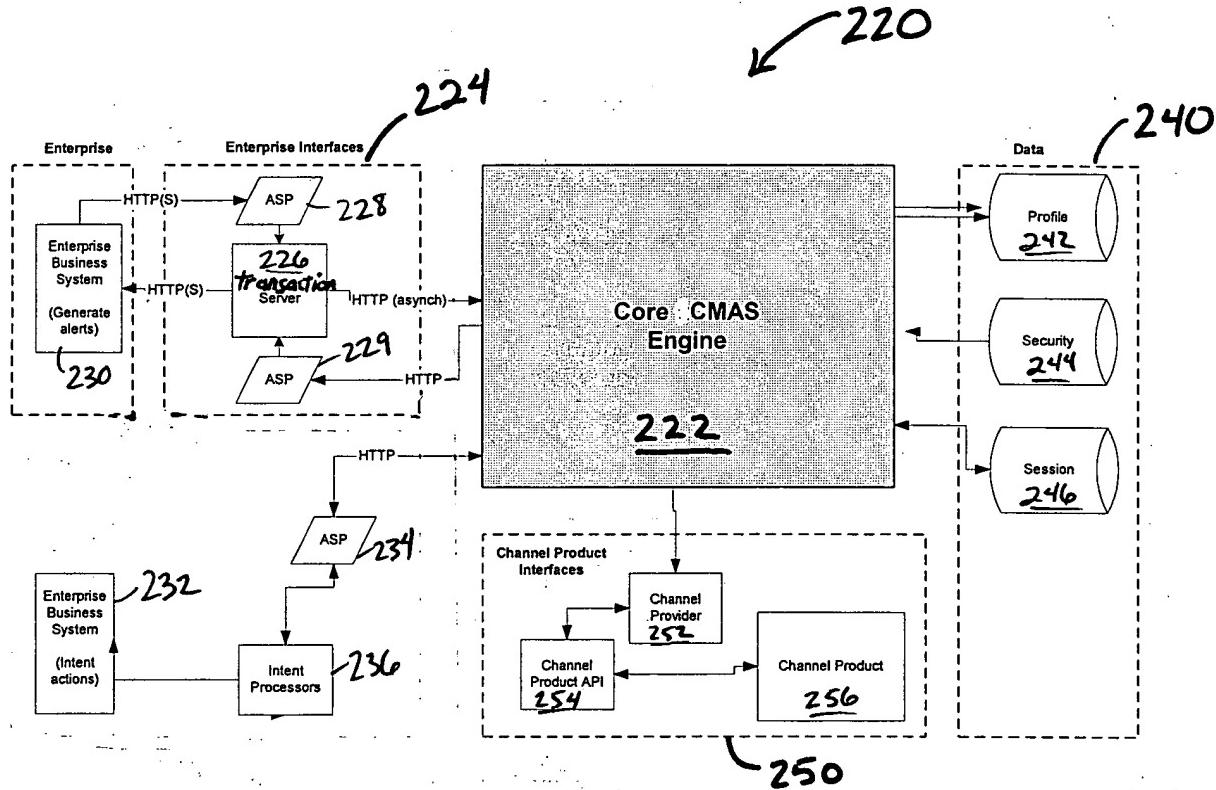


FIG. 6B

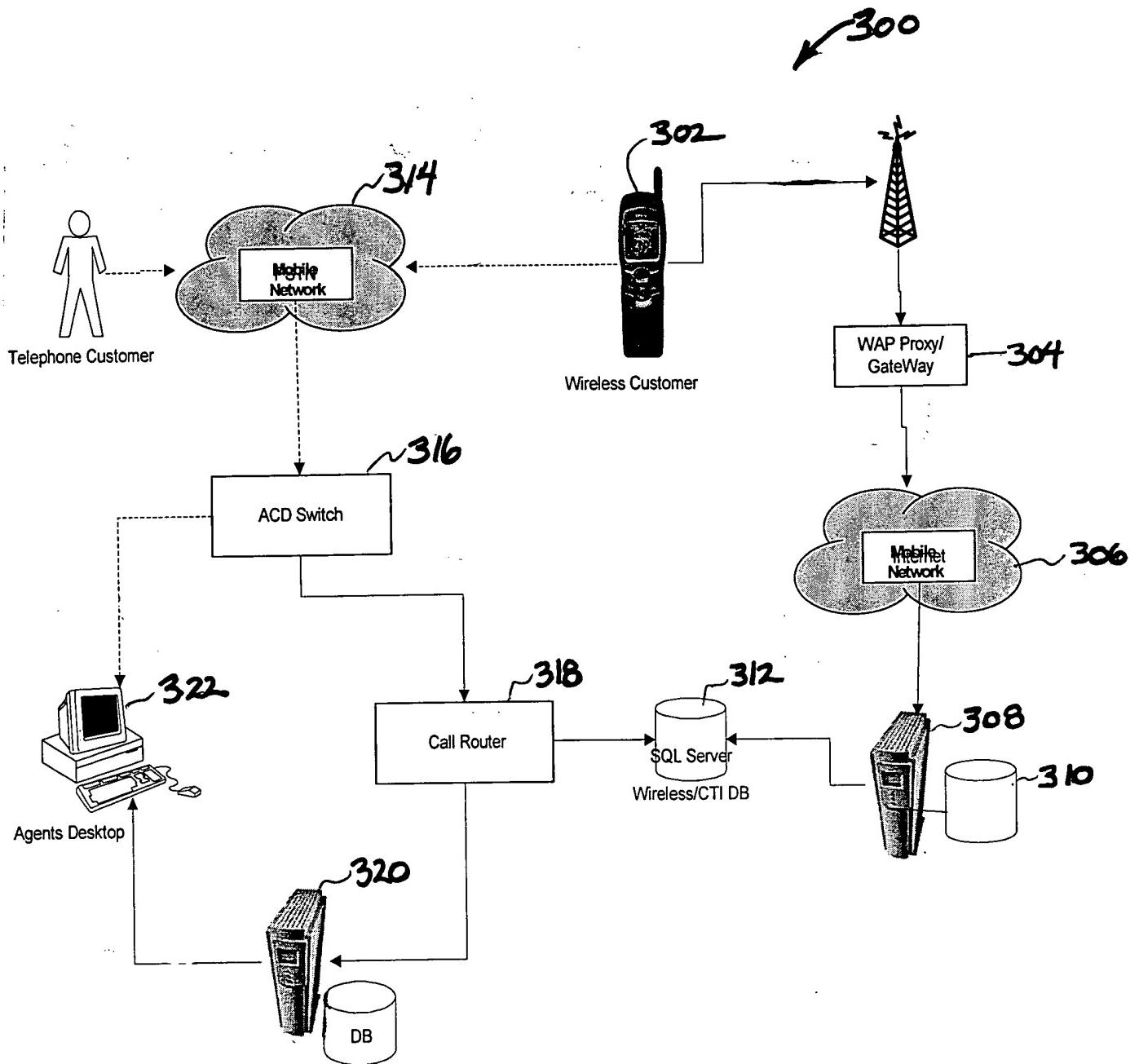


FIG. 7